

DURHAM



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CITY OF MEDICINE

EMPLOYEE HANDBOOK

Updated 2016

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DISCLAIMER

The information contained in this handbook is summary information. It is designed to provide general information to employees. City policies are subject to change. This handbook is unable to reflect all changes immediately. Policy references are provided for your convenience, but it is the employee's responsibility to check the official [CODI Policy Site](#) for updates or additional details. The information found on the official [CODI Policy Site](#) supersedes the information provided in this handbook. If you have policy questions, consult your supervisor, the [CODI Policy Site](#), the [Human Resources CODI Site](#) or the Human Resources Department through our customer service team, [HR Connect](#).

Management reserves the right to change or modify any policy, procedure or benefit. No expressed or implied right to employment is granted by any information contained in this handbook. The City is an at-will employer, and there is no guaranteed term of employment for any employee. The City of Durham will comply with all applicable federal, state, and local laws.

The Human Resources Department is located on the first floor of City Hall, and can be reached by telephone at (919) 560-4214 or by email at HRConnect@DurhamNC.gov.

Welcome to the City of Durham!

We are glad you have joined the 2,600 employees of the City of Durham, North Carolina. City employees are working hard every day to make Durham a great place to live, work, and play. We are a city proud of our past and working hard to shape our future. Thank you for deciding to contribute your talent and energy! This handbook outlines the basic standards of behavior expected from City of Durham employees. Please read the disclaimer on the preceding page in full before proceeding.

History

The NC General Assembly incorporated the City of Durham on April 10, 1869. Durham is named after Dr. Bartlett Snipes Durham, who in the 1840s offered the land to build the railway station. From its humble beginnings, Durham has grown into the fourth-largest city in North Carolina.

In its early years, Durham was known as a banking and tobacco center. Durham was nicknamed the “Bull City” in the late 1800s after a popular local brand of tobacco. Between 1900 and 1925, North Carolina Central University and Duke University were founded. These institutions have established Durham as a city of high academic acclaim.

With the creation of the Research Triangle Park (RTP) in the 1950s, Durham began to evolve into a global center for information technology, biotechnology, pharmaceuticals, and medicine. The City of Durham is also known as the “City of Medicine,” with healthcare as a major industry. Durham is home to the world famous Durham Bulls baseball team, and a renowned theater, the Durham Performing Arts Center (DPAC). Take the time to [visit](#) some of the many restaurants, shops, and sights within our dynamic, diverse City.

Strategic Plan

The City is guided by our strategic plan. Much of what you will do each day for the City has its grounding in this plan. The plan lays out the City’s:

- **Vision** - Durham is the leading city in providing an excellent and sustainable quality of life.
- **Mission** - To provide quality services to make Durham a great place to live, work and play.
- **Strategic Goals** -
 - Strong and Diverse Economy
 - Safe and Secure Community
 - Thriving, Livable Neighborhoods
 - Innovative and High Performing Organization
 - Stewardship of Physical and Environmental Assets

Our Core Values

The City of Durham uses an inclusive process to define its core values, involving hundreds of employees from across all departments and all levels of the organization. Our values are:

- Our Employees
- Integrity
- Customer Service
- Teamwork
- Leadership
- Open Communication
- Fairness

City Government

The City Council, composed of the Mayor and six Council members, is the legislative and policy-making body of the City government. Representing the interest of all citizens, the Council passes resolutions and ordinances (local laws) with guidance from the City's strategic plan. The City Council appoints the City Manager, the City Attorney, and the City Clerk. All three serve at the will of the Council. The City Manager is responsible for the administration of all City activities and services. The City has 25 departments that collaborate in the delivery of City services.

City Information

Official information about the City, City Departments and City Services are available via the City's website at DurhamNC.gov.

Learn more about the City's history at the Museum of Durham History, www.museumofdurhamhistory.org.

Find out about what's going on at the Durham Convention & Visitor's Bureau, www.durham-nc.com/things-to-do/.

Local news coverage and commentary can be found in the Herald-Sun, the News & Observer, and the Independent Weekly.

Official social [media accounts](#) include @CityofDurhamNC on Twitter, a [Facebook page](#), [YouTube](#) videos, and a host of departmental accounts.

Diversity

At the City of Durham, we believe that diversity is one of the primary strengths of our organization. The policies that guide our approach to encouraging diversity are outlined before. Please consult the City's [policy site](#) or HR Connect for more information on any of these policies.

Equal Opportunity Employment (HRM 203-3)

The City of Durham declares and reaffirms its policy of equal employment opportunity. The City of Durham prohibits discrimination in employment because of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, or genetic information.

If you have a complaint about unfair employment practices, inform your supervisor. If you are not comfortable speaking with your supervisor, follow the chain of command through your Department Director, the Human Resources Employee Relations Analyst, to the Director of Human Resources, as necessary. You will be asked to submit a written statement and cooperate with any potential investigation.

Employees who allege discrimination will not be subjected to retaliation from supervisors or other employees. Supervisors or other employees who are found to engage in retaliatory actions will be subjected to disciplinary action up to and including discharge.

Anti-Harassment (HRM 708-2)

The City does not condone harassment of any kind. Harassment may involve repeated and / or unwanted action by an individual or a group, including threats and demands. Sexual harassment could include any unwelcome, unwanted sexual advance, either verbal or physical in nature. Conduct in the workplace should not interfere with an individual's performance or create an intimidating or offensive work environment. Please review the full policy for more complete definitions.

If you feel you have experienced any form of harassment, inform your supervisor. If you are not comfortable speaking with your supervisor, follow the chain of command through your Department Director, the Human Resources Employee Relations Analyst, to the Director of Human Resources, as necessary.

Reasonable Accommodations (HRM 341-1)

The City of Durham will not discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The City will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace, or creates undue hardship for the City of Durham.

To request reasonable accommodation, complete a request for accommodation form and discuss it with your supervisor, Department Director or the Director of Human Resources. Medical documentation to support the request must be supplied. If you are dissatisfied with the decision on your accommodation request, you may file a written appeal with the Human Resources Director within ten work days after receipt of the decision. Please remember to read the full policy for important details.

EMPLOYMENT

Recruitment and Selection (HRM 301-1)

As a City employee, you should familiarize yourself with our Recruitment and Selection policy. This policy outlines certain procedures that must be followed when filling a vacancy.

To ensure that you are informed about job opportunities, the Human Resources Department publishes internal and external job opportunities to the [City of Durham website](#). They are updated as jobs become available. Vacancies are posted for a minimum of five days but may be posted for longer periods. Temporary (six months or less) and eight-week emergency hire positions do not have to be posted. The website indicates the salary range, minimum requirements, job description and a closing date, if applicable. If the position says continuous, it is open until filled. All applications must be submitted by the closing date indicated.

Internal postings are designed to further those employees already within the organization. City employees whose status is full-time, part-time, temporary or temporary-with-benefits, or emergency hire are eligible to apply for internal positions. Internal listings are also posted on the [website](#).

All applications will be reviewed, and if the applicant meets the minimum requirements and position specific preferences for the position, the applicant will be referred to the hiring department. Applicants who do not meet the minimum requirements and position specific preferences will not be referred to the department. The hiring supervisors will screen the referred candidates and complete the necessary interviews to determine who is most qualified for the position. Job offers are made only after the approval of the Department Director, the Human Resources Department and in some cases, the City Manager. Once the decision has been made, conditional job offers are made to the candidate, contingent upon satisfactory completion of reference checks, background checks, and pre-employment requirements of the position. These tests are also required for internal hires. There may be other applicable conditions.

New Employee Orientation (NEO) (HRM 302-1)

As a new or re-appointed employee, you are required to attend orientation. New Employee Orientation (NEO) sessions are held the first and third Monday of each month. The orientation lasts one day, but supervisors are required to attend an additional half-day training that is scheduled as necessary. The orientation includes an overview of City Government, explanation of specific Human Resources policies and procedures, explanation and sign-up for employee benefits, as well as other required city training, including an anti-harassment and ethics training.

After NEO, the employee's department will conduct a job specific orientation. Orientation to your Department and its rules and policies should be provided within your first few weeks of employment.

Orientation sessions are considered regular paid work days and attendance is required. You will be contacted by the HR Onboarding Specialist (via email) and notified of your scheduled NEO session(s). Because attending orientation is mandatory, you are required to inform your immediate supervisor and HR Connect at 919-560-4214 if you are unable to attend your scheduled session or any portion of the orientation program.

Employment of Relatives (HRM 307-1)

Employment of relatives is permitted, but discretion and good judgment should always be used to avoid any appearance of special treatment. An offer of employment to a relative must have the approval of the City Manager. If any conflicts arise in the workplace because of such an arrangement, relatives will no longer be permitted to work together. Relatives may not directly supervise one another or create any special treatment for one another. Please read the full policy for important details, including the definition of a “relative.”

Probationary Period (HRM 313-1)

The probationary period is your first six to twelve months of City employment, depending on the job. It is a time for you and your supervisor to determine your suitability for the job. Employees may be terminated without cause during the probationary period. The probationary period for Police and Fire lasts the duration of your training period as Recruits, until promotion to Police Officer or Firefighter.

Supervisors should give employees feedback and suggestions for improvement during the probationary period. All supervisors are required to conduct a formal evaluation of the employee's performance at the end of the period. At this time, the supervisor will make a recommendation regarding whether to grant the employee regular status or to terminate employment. Occasionally, there will be an instance when the supervisor needs to observe an employee's performance for more than six months. If this is the case, the supervisor can implement an extension of the probationary period up to three months. All types of leave are available to eligible employees during the probationary period, except the floating holiday and volunteer leave. Please read the full policy for further details.

Separation (HRM 310-1)

It is generally in the best interest of the City and the employee to give the following notice: one calendar week for non-exempt employees, two calendar weeks for professional, technical and administrative employees, and three calendar weeks for supervisors, division managers, department directors and above. All employees leaving our organization will now be offered the option to complete the exit survey online. The survey is **optional**; however, HR asks all employees leaving employment with The City to:

1. Visit the survey site to either **opt in** (take the survey) or **opt out** (not take the survey).
2. Print the thank you screen that will pop up as proof of completing either activity in step 1 above.
3. Bring the screen shot with them to the HR office to pick up their final check.

The exit survey is requested to help the City understand your experience as an employee and help the City to improve working conditions.

After your department has submitted your separation checklist, your final check will be available in Human Resources on the payday after your separation from the city. You can also request for it to be mailed. Retiree's final check will be available the last day of the month before the effective retirement date. You will need a valid government issued ID to pick up your final check. If you wish for it to be picked up by someone else, you will need to provide a signed letter or a signature as part of the exit process releasing it to the other individual.

Demotion

A demotion occurs when you move to a job that requires a lower level of responsibility classified in a lower pay grade than the position that you previously held. If you are demoted, you may be placed at a lower salary. Your performance will be evaluated in six months, but that appraisal will not result in any salary increase. Your subsequent pay for performance eligibility will remain unchanged.

Reduction-In-Force (HRM 306-1)

It is sometimes necessary for budgetary, organizational, or functional reasons to reduce the number of positions allocated to perform specific services. Whenever possible, these reductions will be accomplished through attrition or transfer. Department Directors handle recommending to the City Manager those positions no longer required or essential for City Services. All full-time, regular employees employed for at least six months are covered by the City's Reduction-In-Force Policy. This policy was established to provide an orderly and fair process for implementing reductions in the size or makeup of the workforce. Grant funded and part-time positions are not covered by this policy.

If your present position is recommended for deletion, you will be notified by your Department Director within two bi-weekly pay periods. Every effort will be made to place you in a vacancy for which you qualify before your position terminates; however, placement cannot be guaranteed. The Human Resources Department will request that you provide an updated resume to be reviewed for placement opportunities. If you are not placed, the current policy regarding severance payment will be applied, and you may be eligible for unemployment compensation through the Employment Security Commission. Health and dental benefits can also continue through COBRA. Human Resources can provide more information.

Disciplinary/Grievance Policy (HRM 322-1)

Occasionally, it becomes necessary for supervisors to take formal corrective action with an employee. The City favors a progressive disciplinary system but reserves the right to determine the appropriate level of discipline in each unique circumstance. The standard disciplinary steps are oral reprimand, written reprimand, suspension, and termination.

This system is designed to give employees a reasonable opportunity to correct poor job performance or unacceptable conduct. The level of discipline used should reflect the seriousness of the offense and should relate to the employee's work history. Consult with the Police Department if criminal activity is suspected. An employee has the right to appeal disciplinary action through the steps outlined in the grievance process. Mediation may also be used to resolve differences. Probationary and temporary/part-time employees are reminded that they do not qualify to file a grievance.

The City's grievance policy is structured to provide clearly defined steps for a documented, objective hearing of a job-related problem. As an employee of the City, you are expected to carry out the policies and directions of the City Council and the City Manager as directed by your supervisor. When an issue arises between you and your supervisor, they can often be resolved through informal discussions. The grievance procedure should not be used to circumvent established lines of authority; nor should it be used in place of informal techniques.

You are eligible to grieve if you are not probationary or temporary/part-time, and you are facing demotion, suspension or termination. Employees cannot grieve reduction in force, performance evaluations, substance abuse policy violations, oral and written reprimands, working hours, or pay.

After the pre-disciplinary conference, employees can begin appealing the action. If the Department Director was not part of the pre-disciplinary conference, the employee must first complete a Department Director Appeal form within five calendar days before they can grieve. If the Department Director was part of the pre-disciplinary conference or they have already received the decision from their appeal, the employee can begin the grievance process.

Employees have ten calendar days to complete a grievance form and deliver it to the Human Resources Department. Once delivered, the grievance hearing will occur within thirty days. The grievance hearing will have a three-member hearing panel that will make a recommendation within five days of hearing statements and evidence at the hearing. For sworn law enforcement officers, the hearing panel will consist of only Deputy City Managers. A Deputy City Manager or City Manager will review the case and inform the employee of the outcome within five business days.

If you believe that you are being threatened, harassed, or retaliated against because you filed a grievance or discussed a problem with a Human Resources Department Staff member, the Human Resources Director, or the Equal Opportunity/Equity Assurance Director, you should contact the Employee Relations Analyst or a Human Resources Onboarding and Professional Development team member immediately. Retaliation is not tolerated by the City. Use of the channels provided for resolution of problems or addressing concerns is encouraged.

Probationary employees are reminded to examine our probationary policy. Probationary employees who have problems or complaints about the terms and conditions of employment or termination from employment may request, in writing, a review of the situation to the Department Director. The Department Director will respond to the employee in writing.

Grievance guidelines and policy are available on [CODI](#) and via HR Connect.

Seasonal, Temporary & Part-Time Employees (HRM 308-1)

The City is continuing to develop systems for part-time, temporary and seasonal workers. If you have a question, please contact your supervisor. Part time, seasonal and temporary employees follow the same policies and guidelines as full-time employees. Health, life and dental insurance are available to part time workers who work at least 30 hours per week after 12 consecutive months of work. Membership in the Retirement System is also required for individuals working at least 1000 hours in a year.

Work schedules for part-time and seasonal workers vary greatly. See your supervisor regarding eligibility for overtime payment.

If after twelve consecutive months of employment, you are required to work on a holiday or on your regularly scheduled day off, you will receive your regular rate of pay (straight time) for the hours worked. Part time employees are eligible for a floating holiday.

The Affordable Care Act (ACA) has introduced new requirements and rights for part-time employees. Please contact HR Connect to see if you are affected.

WORKPLACE SAFETY

Alcohol and Use of Controlled Substances in the Workplace (HRM 714-1)

The City of Durham prohibits the manufacture, distribution, dispensing, possession or use of alcohol and drugs by its employees when they are at work, on City property or a driver/passenger in a City vehicle. Off-the-job use that results in a positive drug or alcohol test while on the job is also prohibited.

It is also the policy of the City of Durham to comply with the standards established for Commercial Driver License holders by the Federal Highway Administration. To ensure compliance with the standard, the City of Durham will maintain a testing program to identify employees who violate the prohibitions of this policy. This testing policy includes forensic urine drug tests as well as evidential alcohol tests. Employees who test positive for drugs will be terminated. Employees who test positive for alcohol above specified action levels will also be terminated. Substance abuse policy violations cannot be grieved and disciplinary action is final.

Smoking in City Government (HRM 720-1)

The City has a no smoking policy at the workplace. Smoking is permitted outside at present but shall be confined to designated areas. Employees should consult with their supervisors about assessing those areas designated as smoking areas. The Department Director is responsible for determining smoking/non-smoking areas for his/her work unit.

No smoking is allowed:

- In City facilities
- In City equipment/vehicles
- On the grounds of City property, and City and State right-of-way

Safety (S 201-1)

The City has specific policies and procedures related to on-the-job safety. You are required to follow the policies applicable to your work area. Some policies concern specific tools or dress required for certain jobs, and some relate to the use of equipment. Your supervisor will inform you about applicable policies when you begin your work. If you have questions, you should ask your supervisor or contact the Safety unit of the Risk Management Division of Finance.

As an employee of the City, you are required to use sound judgment and a responsible attitude toward your safety and the safety of your coworkers. If you believe that there is something you must do or must work around that is potentially hazardous, report this to your supervisor or the

Employee Safety staff. The Safety staff is responsible for overseeing and monitoring all aspects of safety related to City employment.

The General Rules regarding safety fall into three categories:

- **Personal Behavior:**
 - Comply with all safety and health regulations set out in the policies.
 - Do not use alcohol or illegal drugs during the working hours or operate a City vehicle while under the influence of alcohol, or illegal drugs. You should not report for work under the influence of alcohol or illegal drugs. You should follow your Division/Department's call-in procedure to report your absence.
 - Immediately report the use of prescription and/or over-the-counter drugs that may interfere with your job performance to your supervisor.
 - Do not run up or down steps or jump from heights.
 - Do not play practical jokes or participate in horseplay during working hours.
 - Report all on-the-job injuries to your supervisor as soon as possible.
- **Use of Equipment:**
 - Use tools only for the purpose for which they were designated.
 - Have all machine guards in place before using the machine.
 - Do not operate City vehicles or equipment unless authorized by your Department Director.
 - Report all equipment failures or defects to your supervisor as soon as possible.
 - Do not transport flammable substances unless they are in an approved container.
 - Be sure that all emergency or warning systems are properly maintained and inspected.
- **Work Areas:**
 - Be sure that hazardous areas and/or equipment are properly marked and stored.
 - Do not enter areas that present imminent danger to your physical wellbeing unless all proper precautions have been taken.
 - Ensure that work ways are free from potential danger.
 - Use extreme caution when working under adverse weather conditions.

Workplace Violence (HRM 724-1)

The City of Durham and its employees are committed to working together to create and maintain a workplace that limits forms of harassing and threatening behaviors.

The City of Durham prohibits acts of intimidation against any persons who are either on City property or have contact with City employees in the course of their duties. The following types of behaviors are examples of violations of City policy:

- Unwelcome name-calling, obscene language, and other abusive behavior
- Intimidation through direct or veiled verbal threats

- Throwing objects in the workplace regardless of the size or type of object being thrown, or whether a person is the target of the thrown object.
- Physically touching another person in an intimidating, malicious, or harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing
- Physically intimidating others including such acts as obscene gestures, shouting, and fist shaking

Security and safety in the workplace require the cooperation of every staff employee. Any City of Durham employee who is the subject of, or a witness to, a suspected violation of this policy is strongly encouraged to report the violation to the next-in-line supervisor who is not involved with the violation. Any emergency, perceived emergency, or suspected criminal conduct shall be immediately reported to the Durham Police Department.

Any City employee found to be in violation of this policy shall be subject to disciplinary action up to and including dismissal and, if appropriate, shall be prosecuted to the full extent of the law. No employee shall be retaliated against in his/her employment for reporting intimidation, threats or acts of violence. Please review the full policy for additional details.

WORKPLACE EXPECTATIONS

Outside Employment (HRM 801-1)

The City allows outside employment. Outside employment must be reported on a Secondary Employment Disclosure Form and will be retained by your department director. You may accept any employment as long as it does not conflict with your City job. However, you are subject to disciplinary action if you work for another employer while on sick leave paid for by the City, or if your performance in your City position begins to decline.

In addition to these conditions, Police/Fire personnel must adhere to departmental rules that regulate off-duty employment.

If you have any questions regarding outside employment, either consult your supervisor or HR Connect.

Attendance and Punctuality (HRM-702-1)

Attendance and punctuality are important. Continued or excessive tardiness or absences will lead to disciplinary action up to and including discharge.

Your supervisor is responsible for telling you the standards and call-in procedures used by your department or work site for absences and tardiness. Due to the variety of services provided by the various departments and divisions, Department Directors are given discretion in setting or approving these standards and procedures. You are expected to know and to follow the procedures.

All City employees are expected to report for work at the designated time, be prompt for meetings or appointments, and return on time from meals or breaks and to maintain an acceptable level of attendance. Flexible schedule arrangements are possible if approved in advance by your Department.

Any employee who is away from work for three (3) consecutive workdays without proper notification will be considered to have resigned without notice.

Dress Code (HRM-701-1)

Although some employees are required to wear a uniform while performing their duties, many City employees may dress appropriately for the job performed. However, all employees are expected to wear neat, clean and appropriate clothing for their positions. If you have any questions about what is appropriate, you should consult your supervisor.

Casual Friday is observed by the City. If a business meeting is scheduled for a Friday, employees are expected to wear normal business attire.

Telephone Use (ITP 1-1)

City business is frequently conducted by using the telephone or cell phone. You are expected to act courteously and professionally when using the telephone or cell phone to carry out your responsibilities. Adherence to the following guidelines is required:

- Personal use of the telephone is allowed, but should be limited to emergency and important telephone communications.
- Personal long distance calls may not be charged to a City telephone number, and you may not accept reversed charges to a City telephone.
- Use of cell phones should follow financial policies.
- Excessive personal calls are not to be made on City cell phones.
- Personal use of City cell phones must not interfere with work duties
- Personal use of City cell phones must not result in security risks to the City
- Personal use of City of Durham cell phones must not violate applicable laws, regulations, contractual agreements, intellectual property rights or City Policies.

If you have any questions about telephone use, you should consult your supervisor.

Solicitation and Delivery (HRM-704-1)

If you are a City employee, you are subject to specific rules regarding solicitation and delivery of personal items.

Solicitations are not allowed on City property or by City employees except for:

- Seven Stars Campaign
- Red Cross Blood Program
- Collections for gifts/flowers for another City employee
- Approved fund drive for charitable purposes by the City Manager

If you work in City Hall, personal deliveries such as flowers, gifts, newspapers or household items must be left at the Information Desk in the main lobby. If you receive a personal delivery, you will be notified by the Receptionist. You are responsible for picking up the items.

If you do not work in City Hall, contact your supervisor concerning the delivery of personal items to your workplace.

Political Activities (HRM-705-1)

City employees are encouraged to vote for the candidate(s) of their choice in all local, state and federal elections. There is no voting leave. However, supervisors may allow employees to report at a different time, move lunch time, or use a compensatory leave to vote if needed. Schedule adjustments should be requested in advance so that work can be maintained.

Law Enforcement employees are restricted by the nature of their position from participating in some of the activities listed below. If you work in the Police Department, you should consult the Department's policy on political activities.

All other City employees may participate in the following political activities during their nonworking hours or when on approved annual leave, compensatory leave or leave-without-pay:

- Vote for the candidate(s) of your choice.
- Join and actively participate in political civic groups or organizations.
- Attend political meetings.
- Work as a Poll Worker.
- Write letters to a newspaper on political activity provided this is done as a private citizen and no reference is made to his/her public title or responsibility.
- Advocate and support your political principles and policies.
- Wear political badges.
- Contribute to political campaigns except to City employees.
- Sign petitions.
- Be a candidate for elections such as School Boards, provided this is not in conflict with the restrictions that follow.

No City Employee May:

- Engage in any political activity on duty or which would represent a conflict of interest or compromise your role as a City employee.
- Neglect your assigned duties because of permitted political activity.
- Solicit, receive or act as custodian of funds or other items of value to be used for political purposes.
- Use any City-owned supplies, equipment or facilities for political purposes.
- Use your official authority to influence or try to affect the outcome of an election for political office.
- Coerce or attempt to force political contributions from another City employee.
- Be a candidate for or appointed to an elective office in Federal, State or any Durham City or County elections that would represent a conflict of interest or compromise the impartiality of your public title or position. You are advised to consider the impact on your job, its duties, and your performance before making a decision to run for public office.

Failure to follow the guidelines stated above can result in disciplinary action up to and including discharge from City employment.

Personnel Records (HRM 210-1)

As an employee, you are entitled to see and review your personnel files. By making an appointment in advance, the Human Resources Department can assure you privacy during this process and can ensure that the necessary resources are available for your use. If you would like someone other than yourself to have access to your file, you must provide a signed statement authorizing that individual to see your file and present it to the Human Resources

Department. That individual must provide a picture ID when arriving at Human Resources to assure the confidentiality of your file.

Per NC General Statute 60a-168, for public employees, certain information is considered public information:

- Name
- Age
- Date of original employment or appointment to the service.
- The terms of any contract by which the employee is employed, whether written or oral, past and current, to the extent that the city has the written contract or a record of the oral contract in its possession.
- Current position
- Title
- Current salary
- Date and amount of each increase or decrease in salary with that municipality.
- Date and type of each promotion, demotion, transfer, suspension, separation, or other change in position classification with that municipality.
- Date and general description of the reasons for each promotion with that municipality.
- Date and type of each dismissal, suspension, or demotion for disciplinary reasons taken by the municipality. If the disciplinary action was a dismissal, a copy of the written notice of the final decision of the municipality setting forth the specific acts or omissions that are the basis of the dismissal.
- The office to which the employee is currently assigned.

Information that is not listed above is considered confidential and may only be seen by you, your supervisory chain, or your authorized agent. The only exceptions to this confidentiality are the Health Insurance Portability and Accountability Act (HIPAA) protected information (Information about your health) is confidential and can only be made available by:

1. Court order
2. Permission given by an employee in writing for a licensed physician.
3. Certain state and federal agencies when the City Manager, with the concurrence of the City Council, deems it essential for maintaining the public confidence in the services of the City.

Employees can provide a written request to the Human Resources Director to have disciplinary action memos removed after three years if no other infractions have occurred. Contact HR Connect for more details.

Severe Weather Attendance (HRM 730-4)

During hazardous weather, the City Manager may institute a limited or modified service schedule. Notice will be posted to the City of Durham's website (durhamnc.gov) and broadcast on WRAL, WTVD, DTN and their websites. Employees can also call Durham One Call at 919-560-1200 for a recorded announcement.

All employees will be designated as Group 1 or Group 2 by their Department Director on an annual basis. Group 1 employees, including all sworn Police and Fire personnel, must come to work to provide vital services for the City, and will receive the applicable base and overtime payments when a limited service schedule is instituted by the City Manager.

Group 2 employees who are scheduled to work will be subject to liberal leave, meaning that they may use vacation time, management leave, compensatory time, floating or banked holidays (in full increments only), or take leave without pay when an emergency or disaster occurs. If the City Manager determines that buildings are unsafe and cannot open, Administrative Closing Leave may be granted to Group 2 employees. Previously approved leave time will not be replaced with Administrative Closing Leave. In other words, if an employee schedules a vacation day, and the City ends up being closed that day, the employee will still be charged for a vacation day. If the City Manager declares an early closing or late opening, Group 2 employees may be eligible for Administrative Closing Leave, subject to exceptions spelled out in the policy.

Transportation and / or lodging may be provided to Group 1 employees when it is practical and necessary, as determined by the City Manager. Please refer to the policy for full information.

Group 1 employees must report to work during an emergency, and failure to do so will result in disciplinary action. Group 2 employees must follow standard departmental call-in procedures during an emergency.

Please refer to the policy for additional details on this important policy.

COMPENSATION

Performance Management (HRM 303-1)

Performance management is an ongoing process designed to help employees improve their performance by ensuring that employees are aware of what is expected of them, receive timely feedback about their performance and are made aware of opportunities for education, training, and development. The City of Durham's Performance Management System consists of:

- Annual performance appraisal
- Collaboratively developed performance standards and development goals
- Ongoing feedback
- Mid-year coaching session
- Individual development plan

New employees must be informed of their performance standards. The employee and supervisor should collaboratively develop or discuss performance goals for the appraisal period at least once per year. Mid-year coaching typically occurs in January. Annual appraisals should occur in the spring so that they can be turned in to HR by the deadline. Sworn Police and Fire employees are evaluated on anniversary dates which are linked to their promotional dates as they move through the sworn ranks. Human Resources will communicate the deadline annually. Standards are then discussed and updated for the following review period. Feel free to contact HR Connect if you have questions.

Manager/Supervisor Responsibilities

- Discuss the annual performance appraisal and applicable performance standards with each direct report.
- Discuss professional growth and development, job and career aspirations, potential training needs and departmental goals with each direct report.
- Conduct performance appraisal and coaching in a timely manner, except in extenuating circumstances.
- Help direct reports be successful by trying to motivate, offering encouragement, recognizing achievements, communicating expectations, conveying goals, providing feedback, and exhibiting professionalism at all times.
- Maintaining strict confidentiality as it pertains to the performance appraisals of their employees.

Employees Responsibilities

- Familiarize yourself with the performance management system policy.
- Participate in the development of annual performance standards
- Complete an annual self-appraisal

- Define individual development goals and complete the Individual Development Planning form.
- Contribute to their department directors', managers' or supervisors' performance appraisal by annually completing the Supervisory critique form.

Please review the policy or view the Human Resources [CODI](#) site for additional information.

Stand-by Duty (HRM- 410-1)

Under certain circumstances, the City of Durham awards compensatory time to non-exempt employees designated for standby duty. A standby agreement form must be completed. In general, employees are granted compensatory leave at a rate of one hour for each 24-hour period of standby duty. FLSA exempt employees are not eligible for stand-by compensation.

A daily period of stand-by duty starts at the end of your normal working hours. A daily period of stand-by duty is considered any period less than twenty-four (24) hours after the close of your last regular shift. Stand-by employees must be available for work during the entire standby period.

If for any reason you are called back after the completion of your normal work hours, and you are a non-exempt employee, there is a minimum guarantee of two (2) hours of overtime pay for each of the first two (2) incidents of recall to duty in a stand-by period. This minimum guarantee is true even if you are not required to work the full two (2) hour period for each callback. For work done beyond two (2) hours, you will be compensated using the regular compensatory or overtime schedule. After two recalls to duty, you will be paid only for actual time worked. You are advised to contact your supervisor for the specific application of this provision in your department/division.

Compensatory time earned for standby time is not paid at termination. If a non-exempt employee transfers from one City Department to another, the accumulated compensatory time is transferred.

Acting Status (HRM 407-1)

If an employee leaves a position or will be absent for an extended period, Department Directors may place a different departmental employee in acting status if the employee meets the minimum qualifications for the acting position. The Department Director must notify the Human Resources Department. The supervisor is responsible for providing the employee with a letter offering the acting position and stating the terms and conditions of the acting assignment.

An employee is considered as acting in a position if the employee is assigned all or nearly all of the responsibilities of that position for more than fourteen (14) consecutive calendar days. Upon the fifteenth day of assuming the responsibilities of another position, your pay will be increased. A personnel action form (PAF) must be initiated to process the acting pay. Acting pay will either be to the bottom of the pay grade for the position in which you are acting or 5% more than your present salary, whichever is more. The increase is considered temporary and does not affect the date of your annual performance evaluation. Upon the completion of your acting status, your salary will return to the

previous level. Acting status for longer than six months requires the written approval of the City Manager (or designee). Salary increases for individuals in acting status are based on the salary of the regular position, not the temporary acting salary.

Individuals placed in acting Department Director positions are subject to salary determination by the City Manager.

Flex Time

The City allows employees to have flex schedules if approved by the supervisor and department director. Though an employee may work more or fewer hours in a given week, over the course of the flex period the average number of hours worked each week must equal the number of hours normally assigned to the position, either 37.5 or 40. Late night or solo schedules are possible if safety has been considered. Supervisors can initiate changes in a schedule if needed. For example, extremely hot weather may necessitate an earlier schedule. Schedules without meal breaks are not allowed.

Travel (FP-201-2)

The City provides reimbursement of expenses for authorized travel for business-related reasons including training. All travel must be authorized in advance by your Department Director to receive payment. Travel expenses may be paid in advance or reimbursed. The procedures on allowable expenses vary depending on whether the travel is overnight or not. You are required to submit a Travel Expense Report within 14 days of your return. Your department has the proper forms and limitations placed on these expenses.

You must submit the receipt of payments for lodging, travel or registration expenses. It is always in your best interest to obtain receipts for food, parking, taxi or limousine expenses since there are restrictions placed on reimbursement unless a receipt accompanies your Travel Expenses Report. Please refer to the policy for additional details.

Time Off / Leaves of Absence

Paid Holidays (HRM- 501-1)

With the exception of floating holiday, you are eligible for all legal holidays observed by the City as soon as you are employed. The current holiday schedule, including dates, can be found by searching [CODI](#).

The official holidays are:

New Year's Day	Martin L. King Jr. Day
Good Friday	Memorial Day
Independence Day	Labor Day
Thanksgiving Day and day after Thanksgiving	Christmas Day (by schedule)
1 Floating Holiday (after successful completion of probation)	

Full time regular employees who are required to work on a City-observed holiday, or whose day off falls on such a day, may receive a different day off. This will be managed by the employee's supervisor.

The City provides a floating holiday to qualifying regular full-time and part-time employees. The use of this day is at your discretion, but you must use it by June 30 each year. Your floating holiday is not earned until after successful completion of the probationary period.

Annual (vacation) Leave (HRM 502-1)

Vacation leave is based on length of service with the city and is granted biweekly. It is a paid leave, used with supervisor approval. Employees can only carry over 240 hours between years (360 for fire).

Accrual rate per pay period for Full-time probationary and regular employees and temporary with benefits employees:

Length of Service	37.5 hr/week employees	40 hr/week employees	Law Enforcement	Fire Department
0– 3rd year	3.692 hours	3.938 hours	3.692 hours	5.538 hours
4th-9th year	4.615 hours	4.923 hours	4.615 hours	6.923 hours
10th-15th year	5.538 hours	5.908 hours	5.538 hours	8.308 hours
16th to 20th year	6.461 hours	6.892 hours	6.461 hours	9.692 hours
21st+ years	7.384 hours	7.877 hours	7.384 hours	11.077 hours

Accrual rate per pay period for part-time employees working an average of 30 hours per week:

Length of service	Hours earned per pay period
0-12 months	0 hours
13-60 months	2 hours
61-168 months	3 hours
169+ months	4 hours

Sick Leave (HRM 503-4)

Sick leave is granted biweekly. It is accrued based on an employee's hours per week. It is a paid leave, used with supervisor approval. Sick leave is unlimited, rolls over between years, and can be used as creditable service towards retirement.

Hours	Sick Leave Accruals
37.5 per week	3.3692 biweekly
40 per week	3.938 biweekly
Law Enforcement	3.3692 biweekly
Fire Department	5.539 biweekly

Sick leave should not be used as annual leave. Sick leave is provided to you to insure against the loss of income during an extended illness. The excessive use of sick leave or failure to use sick leave for the purposes for which it is intended can result in disciplinary actions including discharge. Your supervisor may require a doctor's note to verify the use of sick leave. You may not work for the City or another employer while on sick leave.

In the event of illness or another medical emergency, you are responsible for following the call-in procedures established by your supervisor. You must call in by the appropriate time to the specified person. Use of your sick leave may be counted against your Family Medical Leave Act (FMLA) entitlement.

Sick leave used for a doctor's appointment or any pre-arranged medical reason should be requested in advance. In the event of illness or an emergency, you should complete the form immediately upon your return to work.

The accumulation of sick leave begins on the bi-weekly pay period following your date of hire. The NC Retirement System grants one month of service credit for every twenty (20) days of unused accumulated sick leave that you have.

New hires may transfer an unlimited amount of sick leave earned during their previous employment if their immediately preceding employer was an NC State government agency, NC

Municipality, or NC County government. A letter or sick leave transfer form must be sent to the City of Durham's Human Resources Director within the first six months of employment.

Sick Leave Incentive

Regular full-time City employees and those hired as "temporary-with-benefits" are awarded 8 hours (12 for sworn firefighting personnel) of annual (vacation) leave for each six (6) consecutive calendar months in which sick leave, workers compensation leave, maternity/paternity leave, accident leave or leave without pay is not taken. A maximum of two (2) incentive awards per calendar year are allowed. You are reminded that once you request sick leave you cannot later request a change. Records will not be changed and the incentive day will not be granted.

Shared Sick Leave (HRM 504-1)

Sick leave can be voluntarily donated by City employees to other City employees who are involved in a verifiable medical emergency. This policy is only applicable to medical emergencies involving the employee or a member of the employee's immediate family. The potential sick leave recipient must have exhausted or be expected to exhaust all paid leave credited to his/her account before any donated leave can be used. There are no requirements to repay donated sick leave time. Sick leave donation and receipt are confidential; however the City may publicize the names of employees who are in need of donations if authorization is given by the potential recipient or representative. No employee may be coerced, threatened, or intimidated regarding the donation, receipt, or use of donated sick leave. For more detailed information regarding shared sick leave and the procedures involved, please consult Policy HRM 504-1 or HR Connect.

Paid Temporary Disability Leave (PTD) (HRM 535-1)

The City of Durham offers employees that are classified as regular full-time and temporary-with-benefits the use of PTD. PTD is designed for certain specified temporary disabilities for off-the-job injury/illness and non-compensable on-the-job/illness and for diagnosed terminal illnesses. Qualified employees will be paid their gross base salary for up to six (6) calendar weeks from the date of disability without charges to the employee's accumulated leave once doctor's certification is received. PTD can only be used once every 2 years.

Disabilities covered are:

- Pregnancy (starting from the first workday the doctor indicates the employee should not work)
- Paralysis (temporary/less than one year)
- Surgery which requires at least a 2 (two) week recuperation period
- Diagnosed terminal illness (cancer, AIDS, etc.)

- Condition which would render an employee unable to walk when walking is a normal part of his/her job

Employees are advised to review policy HRM-535-1 PTD for usage and coverage stipulations. PTD is not granted until written certification is received from your doctor indicating one of the disabilities covered. Medical certification should be submitted with the request to the Human Resources Department. The Human Resources Department will notify the employee and his/her department concerning the leave request. Department Directors are responsible for implementing requests that are consistent with the PTD policy. Use of PTD is counted against the FMLA entitlement.

Family Medical Leave Act (FMLA) Leave (HRM 607-1)

Family Medical Leave Act (FMLA) provides twelve weeks of unpaid leave for a serious medical condition for you, your parents, your child(ren), certified dependent or your spouse for employees who have worked for the City for at least one year. A form WH-380 is required by the Department of Labor to use FMLA leave. Leave can be consecutive or intermittent based on the medical condition. Employees are eligible for this leave once every 12 months. Use of this 12-week entitlement is subject to regulations and insures availability of your job or a comparable job upon return from leave. There are special rules for those involved in military service.

Annual, sick, paid temporary disability leave or leave without pay used during an FMLA absence will be considered as part of the eligible 12-week entitlement.

The FMLA form is available via HR Connect or on the Human Resources [CODI](#) site.

Maternity and Paternity Leave (HRM 605-1)

Regular full-time or temporary-with-benefits employees are eligible for maternity or paternity leave. This leave includes childbirth, pregnancy, adoption, miscarriage, and other related medical conditions of the employee or spouse.

Requests for up to three months or less may be authorized by the Department Director. For leave longer than three months, authorization may be required from the City Manager. The use of annual leave, sick leave, or leave without pay is required for maternity / paternity leave. Paid temporary disability leave is permitted for maternity leave, for mothers only. The use of sick leave will require a doctor's certification, in addition to the approval of the Department Director or when required, the City Manager.

While on leave, you may be responsible for paying any additional options you have chosen for your health, life or dental insurance and of the other benefits; you may be paying by payroll deduction. The Human Resources Department will assist you with additional information if needed.

Please contact HR Connect if you anticipate using maternity or paternity leave, as each case is unique and not all situations can be addressed in this handbook.

Funeral Leave (HRM 525-1)

Funeral Leave was established to allow time for employees to arrange or participate in funeral arrangements and for handling business matters concerning their deceased family member(s). Funeral leave is extended to full-time regular and temporary-with-benefits employees. You are eligible for funeral leave immediately upon employment.

You are allowed up to the amount of your designated work week of paid funeral leave for the death of a member of your immediate family without using sick or annual leave. Family members covered under funeral leave are your spouse, parent, child, brother, grandparent, stepparent, stepchild, stepbrother, sister, aunt, uncle, niece, nephew, son or daughter-in-law of the employee or the employee's spouse or certified dependent. You must submit the request for leave form for approval before taking leave. Supervisors may require proof of relationship, date and time of funeral if desired.

Funeral leave normally is used within seven (7) calendar days immediately following the death of an employee's family member. Exceptions to the seven (7) calendar day limit must be approved by the Department Director or designee based upon special circumstances. The Department Director will review the circumstances and make a determination.

Current employees participating as floral bearers, soloists, pall bearers, or honor guard for the funeral of a current or retired City employee are given will be allowed sufficient time to perform those services on the day of the funeral without charge to any leave. Verification of participation will be required.

Any misuses of the Funeral Leave Policy/Procedures are subject to disciplinary action. This includes the use of funeral leave for any purposes other than those designated in the policy. Please review the full policy for additional details.

Volunteer Service Time (HRM 541-1)

Full-time regular employees are eligible for up to 48 hours of volunteer leave after one year of service at the City. This leave can be used to volunteer in schools or approved community programs. Employees must receive Department Director approval in advance, have a minimum overall evaluation of Meets/Meets, and have acceptable attendance and punctuality as determined by the immediate supervisor. Job necessities take precedence over volunteer leave in all cases.

Administrative Leave (HRM 606-1)

If an employee is charged with any criminal offense (excluding traffic), serious performance issues or is being investigated for possible serious misconduct that would not allow him/her to perform his/her City job without question/reproach, the employee may be:

1. Placed on administrative leave with pay for up to ten (10) work days after consultation with the City Manager/Deputy City Manager;

2. Temporarily reassigned in the employee's department or another City department until closure is brought regarding the allegations; or
3. Suspended without pay or terminated.

The Department Director in consultation with the Director of Human Resources and the appropriate Deputy City Manager will determine if (1), (2), or (3) above is appropriate. No employee may be placed on administrative leave without the prior agreement of and consultation with the Director of Human Resources and the City Manager/Deputy City Manager responsible for the Department.

Leave Without Pay (HRM 601-1)

You may request leave-without-pay any time you need be away from your job. Leave-without-pay is requested when it is necessary for an employee to be away for an extended period or when paid leave is not available. Leave-without-pay request must be submitted in advance of the effective date of the leave, except in emergencies. Every attempt will be made to grant the request, but there may be circumstances when your request may be denied due to city business needs. Your position may be filled temporarily in your absence.

The Department Director has the authority to grant a request for up to three months. Requests for an extension of more than three months are submitted to the Department Director, but must be evaluated and approved by the City Manager. These should be accompanied by written memorandum outlining the reasons for and the duration of the leave. When necessary, you may request leave-without-pay in advance in writing for a maximum of one year. You may be subject to disciplinary actions, including discharge should you fail to report for work on the date designated for your return.

Authorized leave-without-pay is not considered a break in service. However, you will not earn sick leave or vacation leave for any month you are on leave-without-pay for 15 or more calendar days.

The City will continue to pay your base premium amount on health, dental, and life insurance for up to one year while you are on leave-without-pay status, pending review of extension requests. Since additional benefits will not be deducted from your paycheck, you are responsible for submitting payment for these benefits each month to the Human Resources Department. You must contact the Human Resources Department to set up a payment schedule before going on leave-without-pay status or as soon as possible after you begin leave-without-pay. Benefits for which you fail to pay may be dropped if payment arrangements have not been made. Reinstatement of those options is subject to the guidelines for the particular benefit.

When paid leave is exhausted, leave-without-pay is automatically given. You are required to give at least one week notice to your supervisor of the date you plan to return to work. Leave-without-pay may be used for personal, medical, education, maternity/paternity or military reasons. Some of these leave types have specific requirements, so please contact HR Connect and read the full policy for additional details.

Education and Training Leave (HRM 602-1)

As a City employee, you may be allowed or granted leave-without-pay to pursue a degree, certification or other training which enhances your performance in your current position or your opportunities for promotion to other City positions.

Your request will be judged based on its merit to include factors such as relatedness to your present job, workload, and staffing requirements. Every effort will be made to grant your request, but there may be circumstances where it may be denied. In the event of a conflict, the Human Resources Director will arrange for a review of your case before presenting it to the City Manager. A final decision will be made by the City Manager.

Educational leave may be granted for an initial three months or less, up to one year. Requests should be written and provided to your Department Director with a copy to the Human Resources Director. Your request must be approved before enrollment. You may or may not choose to use your paid annual leave or compensatory time before being placed on leave-without-pay status. Requests for leave beyond three months must be reviewed by the City Manager.

Civil Leave (HRM 604-1)

The City provides time away from the job if you are required to serve as a juror or if you are requested or required to appear as a witness on an official City-related matter. You are required to notify your supervisor immediately and submit a Request for Leave Form with a copy of the subpoena or the official notice requiring you to serve as a juror. If you volunteer or are required to appear in court for any reason with or without a subpoena, you must request annual leave or leave without pay.

Non-Exempt employees, who are required to be in court on official City-related business beyond their regularly scheduled hours, will be given compensatory or overtime pay in accordance with the City's Overtime and Compensation Policies.

BENEFITS

Please refer to the [Human Resources CODI page](#) or contact HR Connect for the most up to date benefits information.

Health Insurance

The City pays a base amount of the hospital and medical insurance for full-time, temporary employees and designated part-time employees. The starting date of your coverage is the first day of the month following your employment.

The City provides three levels of health care insurance –Blue Local with Duke Medicine and Wake Med, Basic, and Core. You may choose one or you may elect to have no health insurance provided by the City.

For details on coverage, refer to the benefits summary guide, contact customer service for the health insurance provider, or contact HR Connect.

Dental Insurance

The City provides Dental Insurance for full-time regular and temporary with benefits employees and specified part-time employees. It is effective the first of the month following employment or the first day you actively work following that date.

For details on coverage, refer to the benefits summary guide, contact customer service for the dental insurance provider, or contact HR Connect.

Premium Conversion, Pre-taxed Parking Benefits, and Flex Spending

Employees may pay for medical expenses, dependent care expenses and parking benefits with pre-taxed income. Premium Conversion allows an employee to pay health, dental and vision care premiums and parking fees while at work with pre-tax deductions. Flexible Spending Accounts help employees pay for eligible expenses associated with out of pocket expenses for medical care and dependent care. Both are designed to decrease your tax liability each calendar year. You must sign up for the annual programs upon employment and during annual Open Enrollment. Please contact HR Connect for more details.

Retiree Health Insurance

The City provides eligible retirees hired before July 1, 2008, the opportunity to continue group health insurance until age 65. Eligibility for each plan is limited to pre-65 retirees who have been City of Durham employees for at least ten years and disability retirees. The City pays a subsidy toward the health insurance premium based on length of City service to employees who are retiring (taking a monthly benefit through the Local Governmental Employees Retirement System) and who wish to continue City group health insurance.

If the insurance is not taken at the time of Retirement, it is not offered at a later date. An individual may not leave employment, return, file retirement papers and get retiree benefits. Failure to make timely payments or lapses in payments will result in cancellation of insurance without reinstatement privileges. Contact HR Connect for details.

Medicare Supplement Program

City health coverage ends when the retiree reaches age 65. The City provides a limited supplement for retirees hired before July 1, 2008, who have at least ten years of City of Durham service, and who purchase a Medicare supplement policy at age 65. The amount of the supplement varies with age. Please contact HR Connect for additional details.

COBRA Health Insurance Continuation

The City of Durham offers COBRA coverage to terminating employees and the covered dependents of an employee for a specified limited period. Employees of the City of Durham and their dependents covered by a group health plan have a right to choose this continuation coverage if they lose group health coverage because of a reduction in hours of employment or the termination of employment. This continuation of coverage is offered at 100% of the group rate plus a 2% administrative fee.

The spouse of an employee covered by the City's group health plan has the right to choose continuation coverage for themselves (and dependents if applicable) if they lose group health coverage for any of the following reasons:

- Death of Spouse
- Divorce/Legal Separation
- Spouse becomes covered under Medicare

A dependent child covered by the City's group health plan has the right to continuation coverage if group coverage is lost for any of the following reasons:

- Death of a parent
- Parent becomes covered by Medicare
- Dependent ceases to be a "dependent child" under the group plan

When the City is notified that one of these events has occurred, the City will in turn notify the affected individual of their right to choose continuation coverage. Under the law, an employee or covered dependent has at least 60 days to inform the City that they want continuation coverage.

If they do not choose continuation coverage, your group health insurance coverage will end as of the last day of the month your employment ended.

If an employee or covered dependent chooses continuation coverage, the City is required to give coverage that is identical to similarly situated employees or family members. The required continuation coverage period is 18 months for employees who lose group coverage because of employment termination or reduction on hours. However, the law also provides that continuation coverage may be cut short for any of the following reasons:

- The City no longer provides group coverage to any of its employees
- The premium is not paid
- You become covered under another group health plan
- You become covered by Medicare.

You do not have to show that you are insurable to choose continuation coverage.

Also, if you leave the City and provide proof of Social Security disability retirement, you are eligible for COBRA Coverage for up to twenty-nine (29) months after leaving City employment. The last 11 months of this coverage may cost you up to 150% of the premium cost plus an administrative fee.

If you have questions about COBRA coverage, please contact HR Connect.

Life Insurance

The City pays the total cost of your basic life insurance and coverage begins the first day of the month following your employment. The amount of coverage you have is equal to your annual salary on June 30th, adjusted to the nearest \$1,000. The amount of your insurance is based on your annual salary; your dollar coverage is adjusted annually on July 1.

If you retire or leave the City for any reason the City's coverage ends on the day of termination. You may convert your coverage by contacting the insurance company within 30 days.

Should you become totally disabled and retire on a disability retirement, your life insurance protection is continued by the City for twelve (12) months following the date of your retirement. You are responsible for converting the life insurance to a private policy at the end of the twelve month period if desired.

Additional coverage on yourself is called Supplemental Coverage. The rates are based on your age and salary. Additional coverage for your spouse or dependent children is called Dependent Coverage. You may enroll in this program when you are first employed or within thirty (30) days

of your date of employment. Both options will be deducted from your paycheck. You may drop either option, with a qualifying event, or during open enrollment.

You are responsible for keeping the information for your personnel file updated when there are any changes in your beneficiary(s) and changes in your address.

For details on your life insurance coverage, please contact HR Connect.

Unemployment Insurance

As a City employee, you are covered by the Unemployment Insurance Program. This program is administered by the [Employment Security Commission](#) to provide temporary benefits to people who have become unemployed through no fault of their own. To become eligible for benefits, you must apply to the [Employment Security Commission](#) and establish a valid claim. The City provides the Commission with documentation regarding reasons for your separation. Eligibility to receive benefits is determined by the Commission. Both you and the City have the right to appeal this determination.

On the Job Accidents (S 206-1)

Under the North Carolina Worker's Compensation Act, the City, as an employer, is required to provide certain benefits to employees who suffer certain injuries. Worker's Compensation benefits include medical treatment, disability income and compensation for regular impairment. You are required to adhere to procedures to protect your eligibility for such benefits.

You will not be compensated for all injuries; however, if you are injured, and the injury arises out of and in the course of your employment, then the likelihood that it will be covered as Worker's Compensation is increased. Accidents and near-misses should be reported to the employee's supervisor immediately and to Risk Management within 24 hours, in accordance with the guidelines detailed in the full policy.

Any questions or problems about medical care should be directed to the Risk Manager. Medical care for legitimate emergencies which occur after hours may be authorized by the supervisor but should be reported immediately on the next business day.

In order to protect your eligibility for salary continuation/disability income in connection with an injury which is eligible for compensation, your absence from work (when it is related to your on-the-job-injury) must be determined and authorized in advance by an authorized physician. The salary continuation plan is provided by Ordinance and will be explained to you in detail by the Claims Representative if you incur an injury which involves a long period of disability.

If injured, the most important thing for you to remember is to report the injury promptly to your supervisor and then to follow the procedures indicated by the medical staff and the Claims Representative. This will increase the chances of remaining eligible for benefits from the City.

This policy is extensive and includes detailed procedures. Please review the full policy with your supervisor. Contact Risk Management at 919-354-2740 if you need additional details.

Departmental Training Funds

The City budgets funds for the enhancement of the employees' job knowledge, skills, and abilities within departments. These funds are administered by the Department Directors. The remaining funds budgeted by the City for interdepartmental uses are administered by the Human Resources Department (see "City-Wide Training" below).

Departments have various procedures to request training funds, so please contact your supervisor for more information. All training requests are subject to the availability of funds. Training deemed "job-required" will receive higher priority than "job-related" training. This distinction is drawn by Department Directors.

- **Job-Required Training**- This type of training is given top priority in both time away from your job and the expenditure of funds. It is defined as all training required to maintain or to upgrade the level of performance in your present position. If you are authorized to take required training, you may be given time during your regularly scheduled working hours. You may also be given the money that is required for you to receive training. This may include your tuition or training fees and if necessary, books or equipment, meals, lodging and transportation costs. You may receive compensatory time for training or travel time beyond your normal workday unless you are exempt. Your supervisor may require that you take certain job-related training. Failure to comply with his/her directions may lead to disciplinary action.
- **Job-Related Training**- This type of training is second in priority for funding. It is defined as all training that directly relates to your current position, and that increases your skills or abilities. However, unlike job-required training, it is not required for you to adequately perform in your current position.

Payment of allowable training costs is subject to available funds and adherence to departmental and any applicable City policies.

City-Wide Training

Continuous investment in training and development is essential for improving the performance of the City of Durham Workforce and enhancing the services we provide. The City of Durham Human Resources Onboarding and Professional Development Team offers city-wide training, consulting services and workshops aimed at advancing and improving the careers of City of Durham employees. Please visit the [HR CODI site](#) for the complete training schedule. You will also find information on approved training consultants and the training reimbursement form.

Mandatory Training

Every City of Durham employee, regardless of status, must complete 3 mandatory trainings every 36 months: Anti-harassment, Ethics, and Diversity and Inclusion). You will be notified

when your trainings are due. Please visit the [HR CODI site](#) for the complete mandatory training schedule.

Social Security

The City is required by law to deduct a specified percentage of your gross salary for payment into the Social Security Trust Fund (FICA).

All City employees, except sworn Fire Service Personnel, are covered by this requirement (Fire personnel do contribute a minimal amount towards medical benefits only).

Social Security is a federal insurance program that provides you and/or your family with an income when you retire. You should submit your application to the Social Security Administration Office at least three (3) months prior to your anticipated retirement date. Detailed information regarding Social Security benefits may be obtained by contacting the Durham Social Security Administration Office at 1-888-759-3908.

For information regarding how your taxes will be affected by retirement or Social Security, contact the [Internal Revenue Service](#) and the [NC State Revenue Department](#).

Retirement (HRM 508-1)

The North Carolina Department of the State Treasurer administers the NC Local Governmental Employees' Retirement System. All full-time regular City employees are required to contribute to the Retirement system. Individuals in temporary with benefits positions may or may not be members of the Retirement System (1000 hours of work in a one-year period and appropriate funding is required).

Your retirement contribution is a percentage of your gross salary. The City is required to make a contribution. Your contribution is automatically deducted from your paycheck. Contact HR Connect to designate your beneficiary(s) by completing your retirement enrollment form.

Once you have contributed to the retirement system for five (5) years, you are considered "vested" in the system. This means you will be eligible for benefits if you leave the system before service or early retirement. There is no mandatory retirement age. You are eligible for retirement with a prescribed number of years or upon reaching a designated age (special rules apply to law enforcement and fire personnel). You may retire early with reduced benefits. The system provides for full benefits if you are disabled and allows you to buy back service time or former contributions to the system, which you have withdrawn. Several retirement options are available. The amount you will receive at retirement is based upon a percentage of average salary, the number of years of creditable service, and the retirement option you choose.

Benefits are paid to retired employees by the Retirement System. Benefits are automatically adjusted to account for cost-of-living. If you end your employment with the City before you retire, you may withdraw your contributions; if you are vested, you may leave your contributions and receive monthly benefits upon reaching the age of retirement.

If you withdraw your contributions before retirement, the City's contribution will not be paid to you, but will go back into the City's retirement account. Also, certain penalties may be assessed for individuals under the age of 59 ½, and Federal and State taxes may be deducted.

If you are considering Retirement, it is your responsibility to contact the Retirement System to determine the years of creditable service that you have. You may also want to use the Retirement System website to obtain an estimate of your retirement benefits. You will need to begin the Retirement process at least 4 months in advance of your anticipated retirement date.

To be eligible for City retirement benefits, an employee must receive monthly benefits from the retirement system immediately upon separation from employment.

Contact HR Connect if you have questions about Retirement.

Deferred Compensation Plans

Deferred compensation plans allow a portion of your salary to be deferred, without immediate tax liability until you receive the income at retirement. The deferred income is deposited into individual accounts that you authorize through payroll deduction. The deferred amount is invested based on your choices. There are several benefits to participating in a plan. In addition to investment benefits, the various plans offer several types of payment options at retirement, disability benefits, loans and hardship withdrawals. The options vary with the plans.

The City offers employees a choice of deferred compensation plans. You may increase, decrease, or suspend your deferrals at any time. You can transfer accumulated assets among investment options. There are minimum and maximum amounts of money that can be contributed to the individual plan and /or a combination of plans.

The 401(k) contribution begins when you begin contributing to the retirement system; the City will contribute a percentage to the 401(K) plan only, based on your gross monthly salary. The city contributes a matched percentage to Firefighters 457 plan only. You do not have to make additional contributions but may choose to do so. Whether you choose additional contributions or not, you should choose the investments that you desire. You may also choose the amounts you want to direct to various investment options.

All deferred compensation plans have fees. These fees vary and change periodically. Fees can be annual flat rates and/or percentages of account balances.

For more information consult the deferred compensation vendor or contact HR Connect.

Employee Assistance Program (EAP) (HRM 523-1)

This program provides free, confidential, professional assistance to help full-time or temporary-with-benefits employees and/or their immediate families resolve problems that affect their

personal lives or job performance. As a City of Durham employee, you or your family may decide to use this program, or you may be referred by your supervisor. Your supervisor may use this referral source whenever he/she notices deterioration in job performance or behavior. The supervisory referral follows a counseling session or a disciplinary action. It is your decision whether to follow up on a referral by your supervisor. EAP services are provided up to six months after separation from City employment. Additional information on this program can be obtained by visiting the HR [CODI](#) site, contacting the EAP provider or HR Connect.

Members Credit Union

Members Credit Union has a branch in the City Hall Annex, and an ATM in City Hall. City employees are eligible for membership. Questions regarding services offered by the Credit Union can be answered by contacting the Credit Union at 919-560-4177.

Summary of Benefits

Benefits are continually reviewed and upgraded. Please contact HR Connect concerning your current benefits. Details of the various benefits, handbooks for certain benefits and a summary of benefits are available online. Printed benefits guides are distributed at open enrollment time. A limited number of printed benefits guides are available after that time. All information is also available on the City of Durham website. <http://durhamnc.gov/725/Employee-Benefits>